Users' Group Meeting Notes

Meeting Date and Time: January 30, 2008 1:00 p.m. – 3:00 p.m.

Attendees

Name	Agency
Danny Parks	DoIT/OIT
Carrie Olgeirson	DOL
Renee Marble	CDHS/OITS
Darren Duerksen	Cisco Systems
Wendy Melcher	ISC, Inc.
Larry Kelley	DOW
Phil Green	DNR
Daniel Teyf	CDA
Charlie Boyle	CDPS
Alan Ashurst	DoIT
Jill Elggren	DoIT
George Brown III	HSPF
Kevin Rolfe	CDPHE
Bill Ferguson	CDPHE
Rich Helton	CDLE
Casey Atchison	CDLE
Jose Ontiveros	CDPS
Peggy S. Lewis	CDPHE
Krystal Dawsom	CHDE

Via Phone:

Chris Edmundson	DOE
Joe Lambert	CDLE
Rich Morrison	CHS
Stan Showalter	HCPF

Project Status

Task Order 1

- Core (backbone) has been set up at 1525 Sherman and 690 Kipling
- Cutover Schedule (subject to change):
    - Friday 2/01: 1580 Logan Street
        - Agencies receiving phones at this location are DOE, Unclaimed Property, OIT and DoIT
    - Friday, 2/15/08: Historical Society at 1300 Broadway
    - Friday, 2/22/08: Governor's Mansion will be cutover seven (7) days after Historical Society
- End-Users have been trained

Task Order 2

- CDLE's Unemployment Call Center and associated operations staff at 251 East 12th Avenue
- New LAN switches will be installed this Saturday (2/03/08)
- Cutover Schedule

- March 7-8: approximately 130 phones
- May 16: Cubline
- July: remainder of Call Center (applications)

Task Order 3
- CBI's new building in Grand Junction was added to the contract
- ISC delivered the signed contract to DPA Contracts Office today
- Target implementation date is mid to late April

Task Order 4
- Locations[1] for this task order are 225 East 16th Avenue, 201 West Colfax, 1341 Sherman and Camp George West
- Working on developing the implementation schedule
- Preliminary engineering work is in progress

Other
- In preliminary conversations with Public Health and Environment relative to joining the contract
- Have started laying out the schedule for work to be completed in the next 18 months such as the number of task orders to be developed, what sites can be grouped, etc.
  - Agencies are reminded to let Danny or MaryLou know if they have specific times that they prefer to be implemented and times that would be problematic
- All information will be posted on the CICN website as it becomes available and ready to be shared and messages to the Users Group and others will come from the CICN mailbox
- Training is currently underway. The project team will entertain requests from agencies to include their key personnel (particularly members of the Users Group) to attend training so that they can see the training and whether it needs to be customized for their agencies

Spanlink Presentation

Glenn Hackemer, Amber Cardillo and John Bobus gave a presentation on Call Centers and the application DoIT has purchased to provide this functionality.

Thanks to our vendor partner Cisco Systems, a WebEx session was set up so that User Group members could participate. A link to the presentation will be posted on the CICN website (see http://www.colorado.gov/dpa/doit/cicn/ and click on the Presentations link)

Some questions that arose from the presentation:
Is there a minimum number of call center agents that you must have to implement the Cisco Unified Contact Center Hosted 7.2?

Answer: In the past, it was not cost effective to set up a call center for just a few agents since agencies had to purchase their own applications. The CICN model allows for call centers of any size because the application resides in one place (DoIT) and the is distributed to agents as needed.

Is there a limit on the amount of time that recorded calls will be saved?
Recording of calls is an example of a call center application. Recorded calls are digitized and can be moved to the agency's own storage system. Screen shots are recorded in addition to the voice record

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[1] Task Orders are created by locations and not necessarily agencies. It is not feasible to implement only a partial location and then have to go back one or more times for additional implementations.

Suggestions for the Next Meeting
- A more in-depth presentation on IVR features, and/or E911
- Discussion of other agencies on whether or not agencies have implemented policies that phone numbers belong to a room and not a person and if policies were implemented, how.
- The group chose E911 and a policy discussion for the February meeting.
- A request was made for guidance on purchasing IP-compatible replacements for such things as headsets, polycoms, faxes, etc.
  - Polycoms – it is recommended that polycom or other conferencing equipment not be purchased until the existing equipment is at end of life. Agencies can then chose to convert the voice jack from analog to IP or remain analog
  - Faxes will remain analog
  - Headsets – the project team will work with Cisco to create a list of IP-compatible headsets. As a reminder, headsets have always been treated as a personal office supply that is purchased by the agency; headsets are not provided through DoIT although DoIT is occasionally consulted for recommendations.

Overview of Pre-implementation Activities
Mary Lou gave a high-level overview of the activities that must take place prior to cutting over phones. Those activities include:
Site Surveys
Verify site surveys and equipment inventories with the customer
Installing and testing new data equipment
Conducting network readiness test
Training end-users

Next Meeting: Wednesday, 27 February 2008 at 1:00 pm